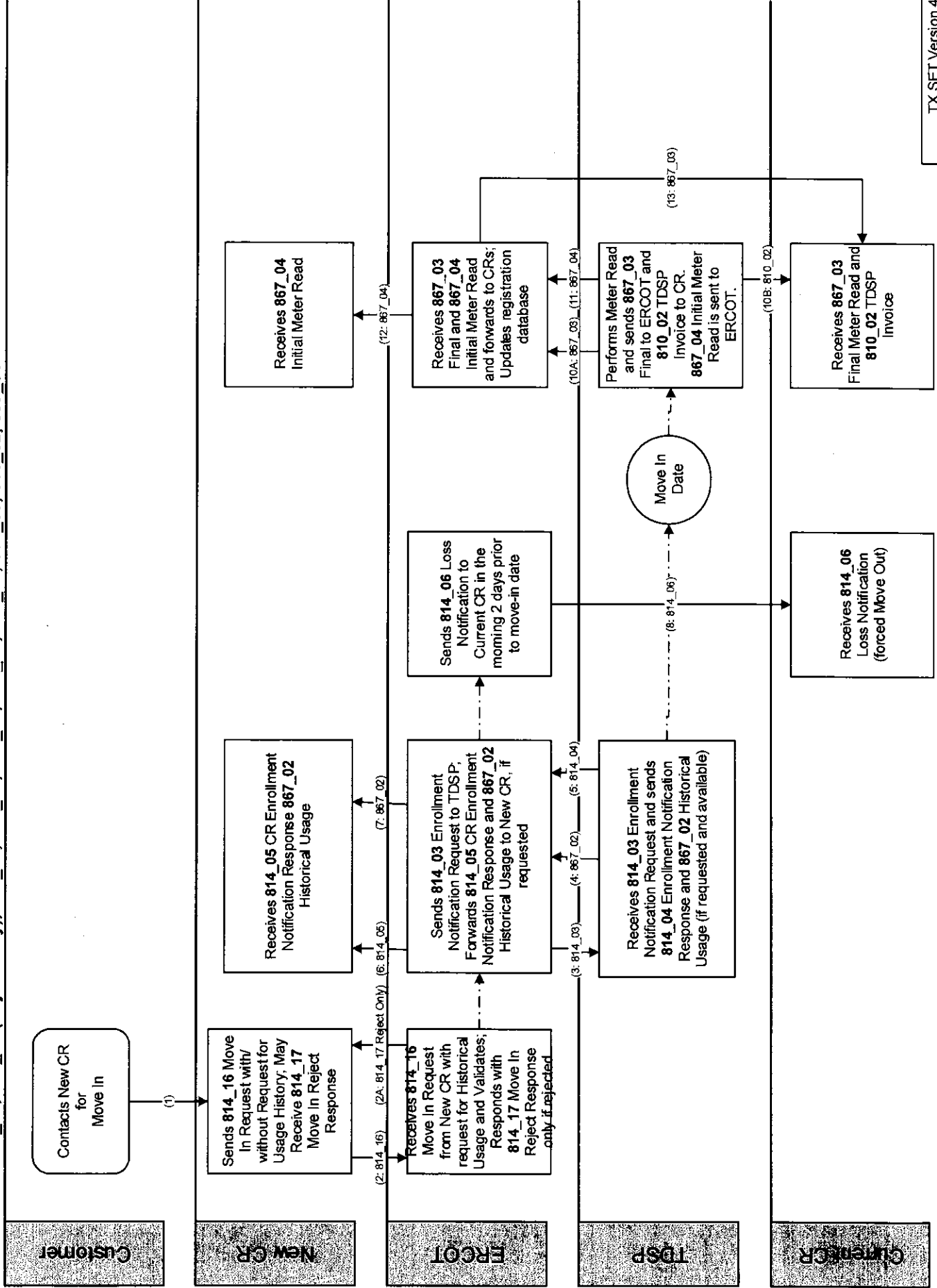


Move In

Scenario: Customer Move In, the ESI ID is energized with a Current CR

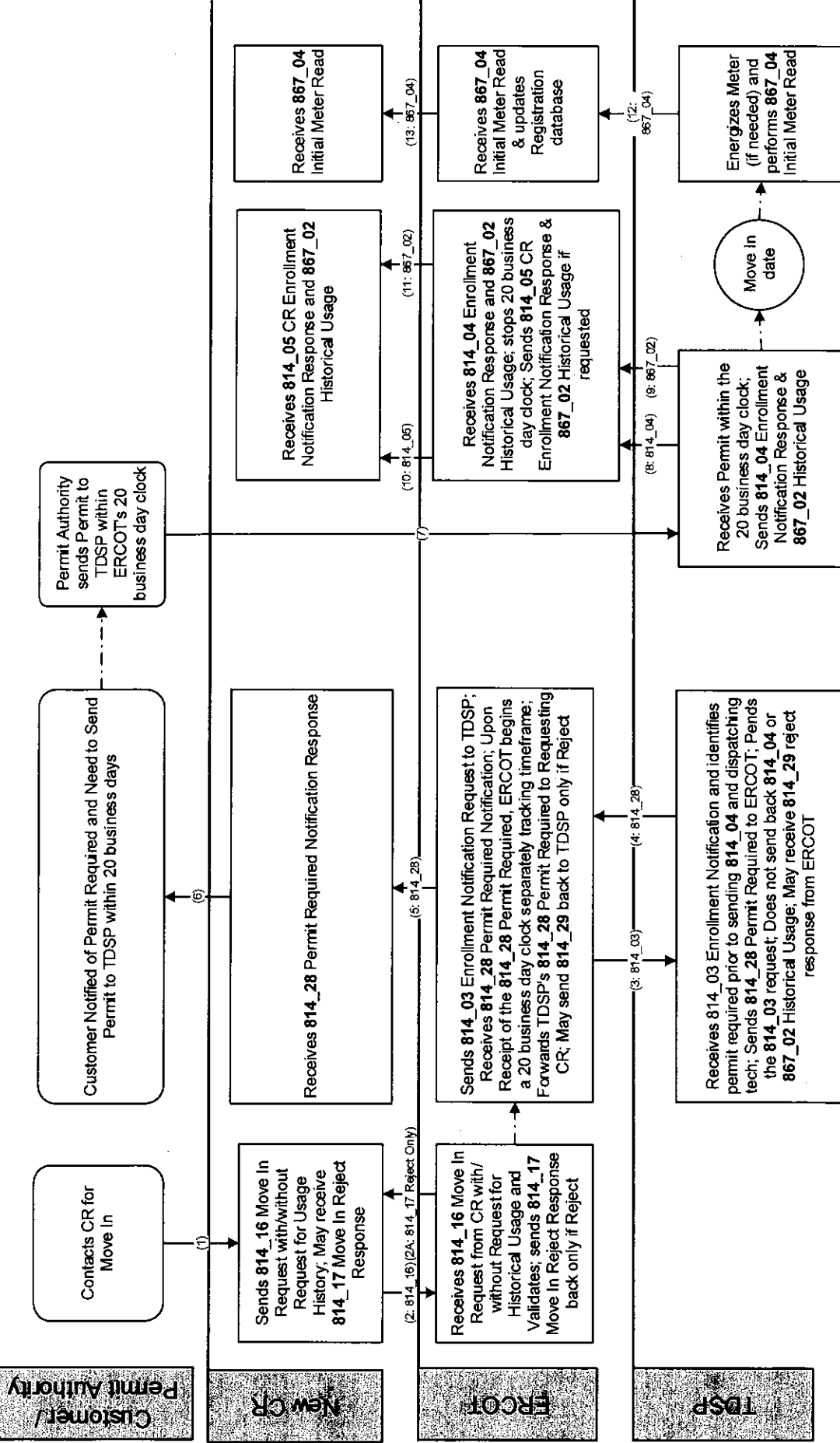
Transactions: 814_16, 814_17 (Reject Only), 814_03, 814_04, 814_05, 814_06, 867_02, 867_03, 810_02, 867_04



Move In

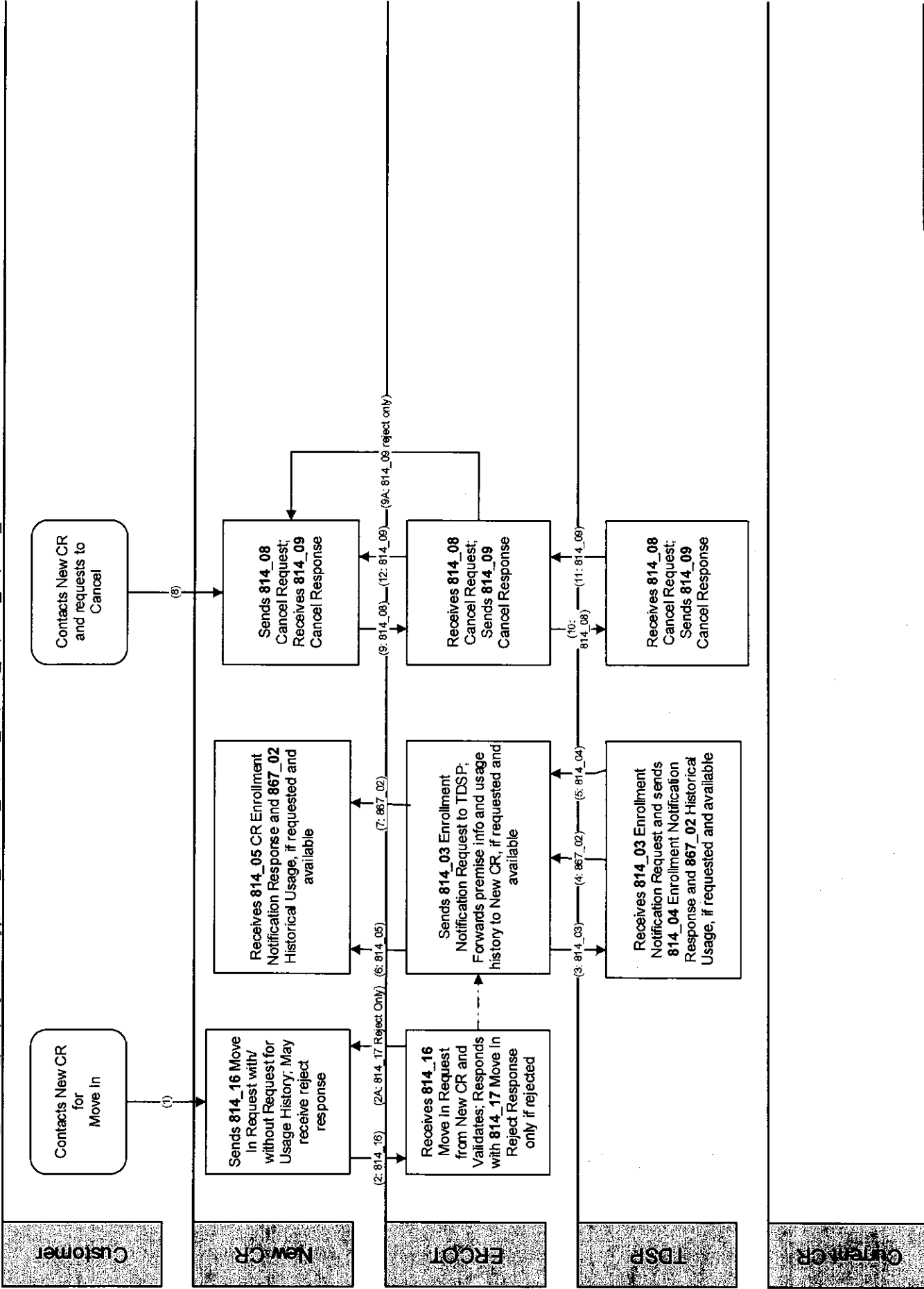
Scenario: Customer Move In, Permit Required Identified Prior to TDSP Sending 814_04 and Prior to Dispatching Field Technician, Permit Received by TDSP within the 20 Business Day ERCOT Clock (premise de-energized)

Transactions: 814_16, 814_17 (Reject Only), 814_03, 814_04, 814_05, 814_28, 814_29 (Reject Only), 867_02, 867_04



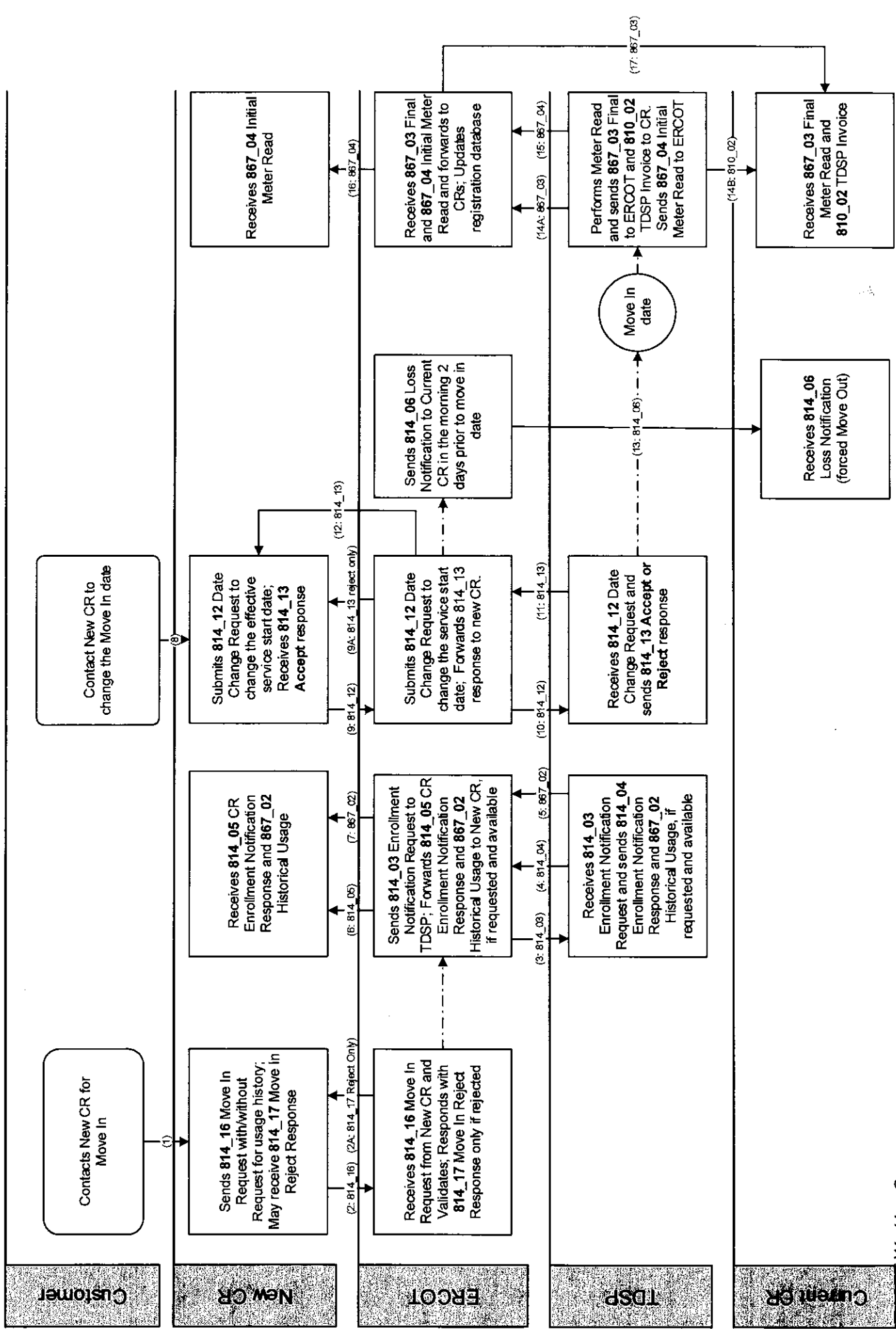
Move In, Customer Requests Cancel and TDSP accepts

Scenario: Customer Move In, Customer requests cancel and TDSP accepts
 Transactions: 814_16, 814_17 (Reject Only), 814_03, 814_04, 814_05, 814_08, 814_09, 867_02



Move-In

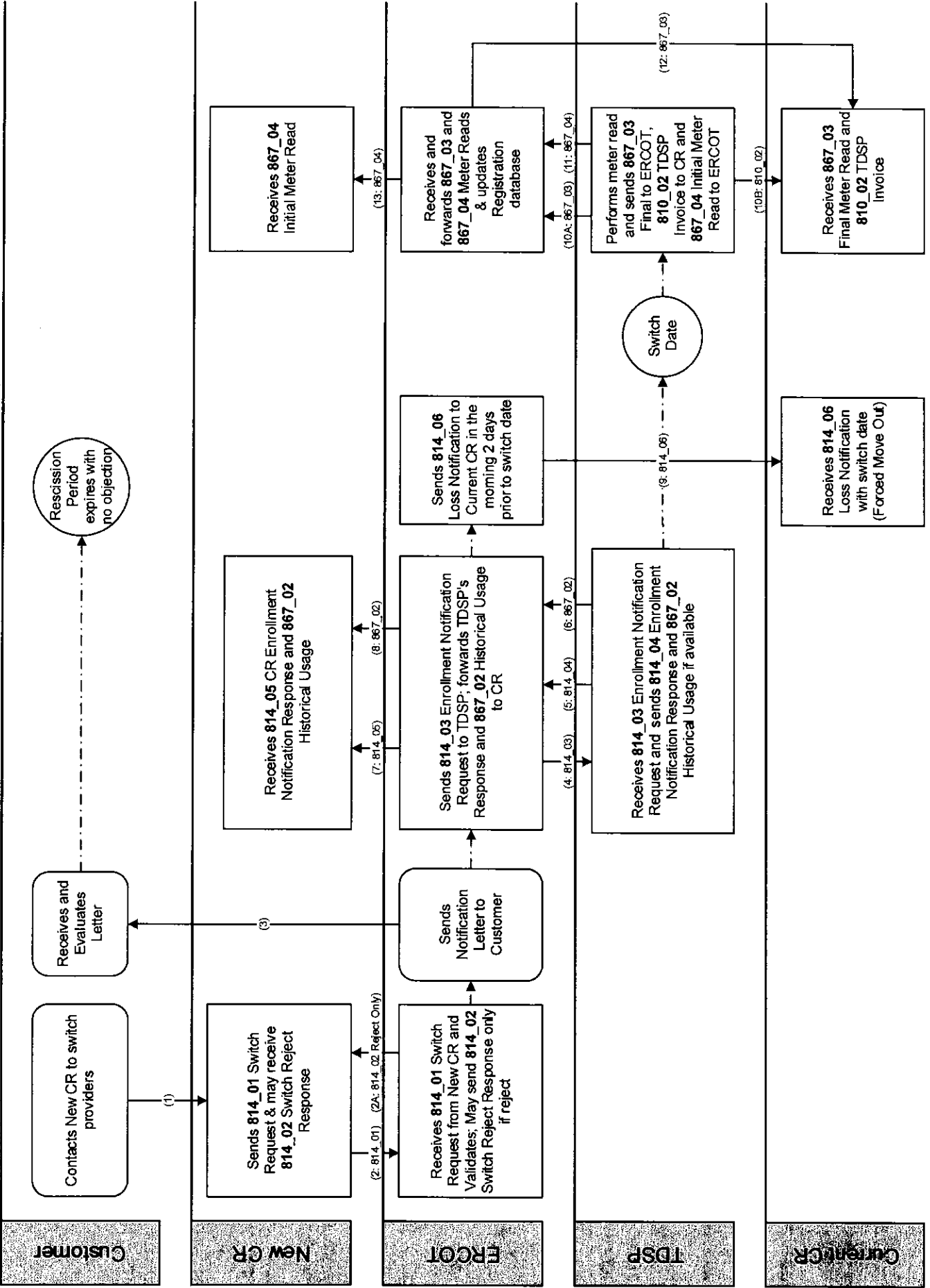
Scenario: Customer Move In, Customer Changes Date of Move In- Date Change Accepted, (premise energized)
 Transactions: 814_16, 814_17 (Reject Only), 814_03, 814_04, 814_05, 814_12, 814_13, 814_06, 867_02, 867_03, 810_02, 867_04



Switch

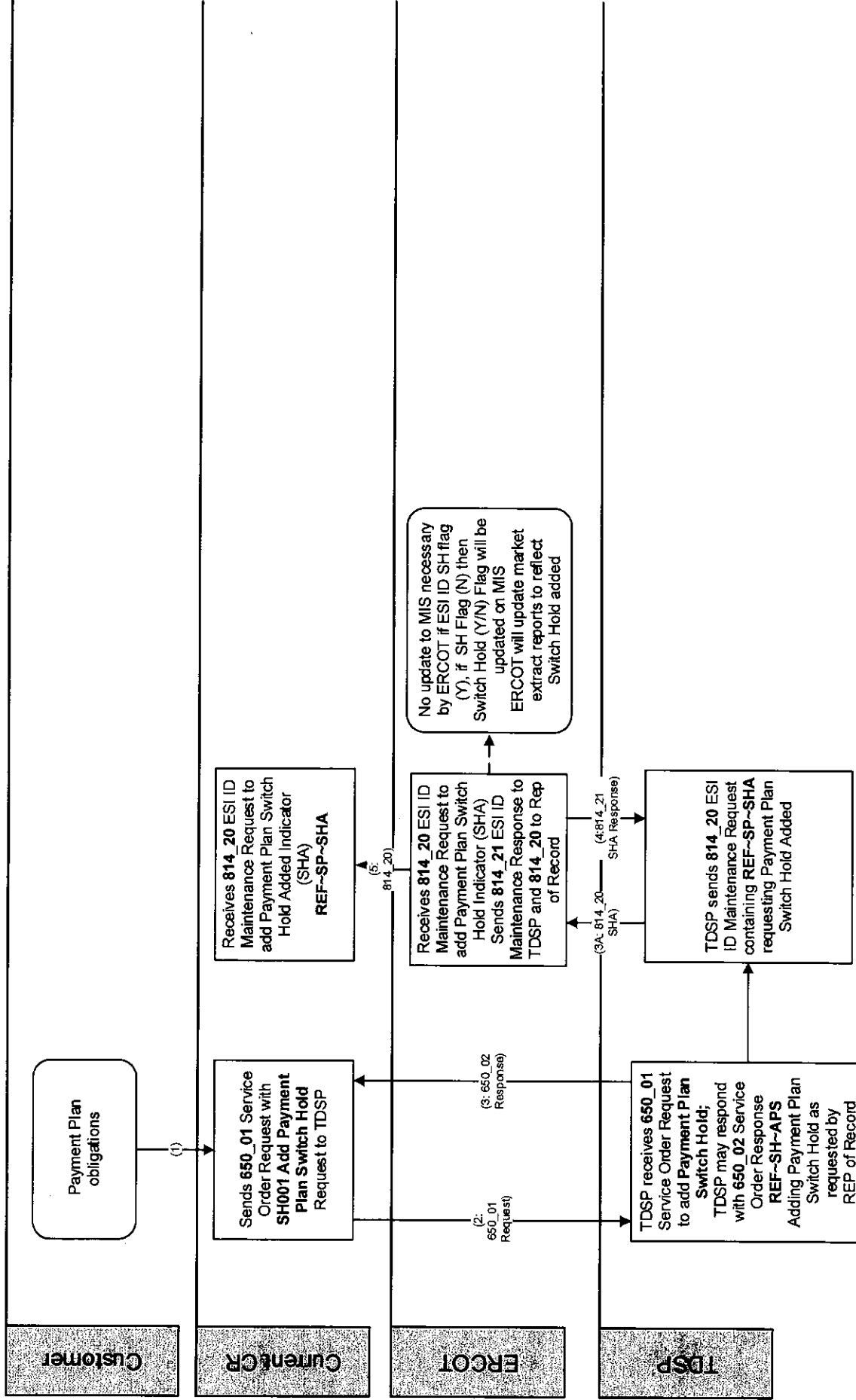
Scenario: Customer Switch, No Customer Objection

Transactions: 814_01, 814_02 (Reject Only), 814_03, 814_04, 814_05, 814_06, 867_02, 867_03, 810_02, 867_04



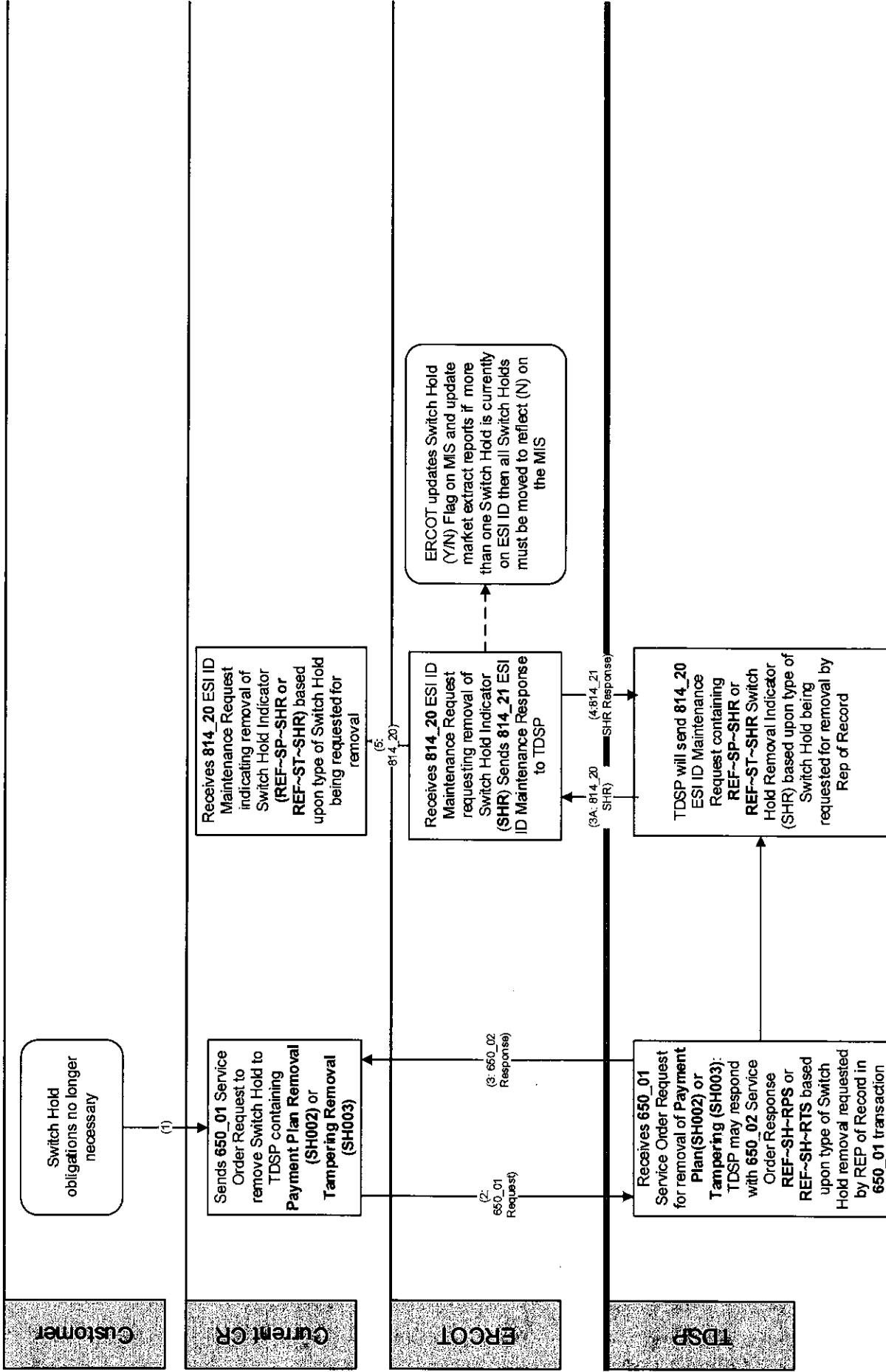
Payment Plan Switch Hold Add Process

Scenario: Customer under Payment Plan Switch Hold obligation. CR sends 650_01 to Add Switch Hold Indicator. CR sends 650_01 to Add Switch Hold Indicator. Transactions: 650_01, 650_02, 814_20 and 814_21 (ERCOT to TDSP Only) Effective: June 2012



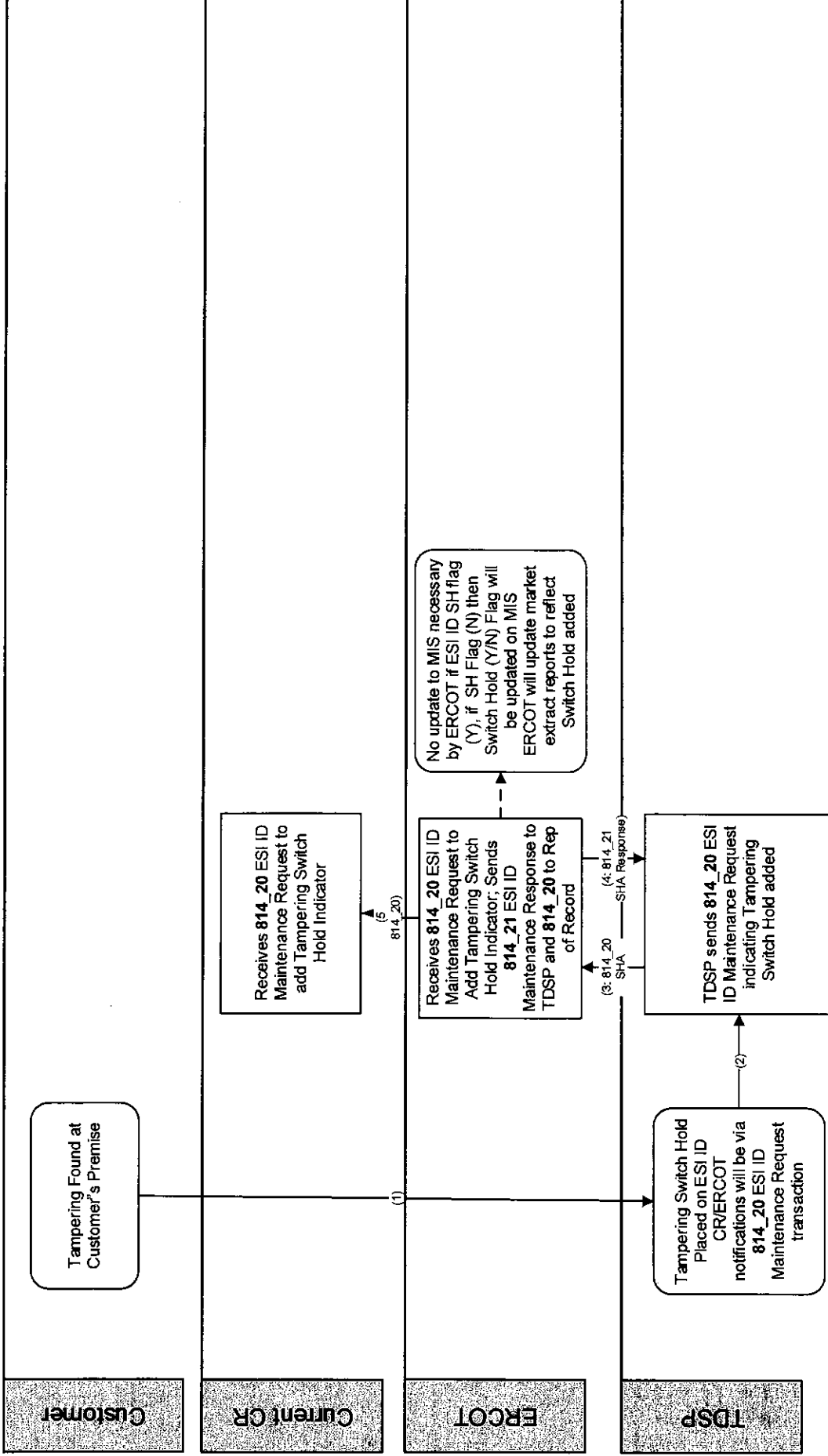
Switch Hold Removal Process

Scenario: Customer no longer under Switch Hold obligation (Payment Plan/Tampering) CR sending 650_01 to Remove specific Switch Hold Indicator
 Transactions: 650_01, 650_02, 814_20 and 814_21 (ERCOT to TDSP Only)
 Effective: June 2012



Tampering Switch Hold Add Process

Scenario: TDSP found Tampering at Customer's Premise –TDSP Adds Tampering Switch Hold Indicator.
 Transactions: 814_20 and 814_21 (ERCOT to TDSP Only)
 Effective: June 2012



Move Out

Scenario: Customer Initiated Move Out No CSA Associated with ESI ID
 Transactions: 814_24, 814_25, 867_03, 810_02

Note: If ERCOT receives invalid data on the 814_24 from the CR, ERCOT will respond back with an 814_25 and processing will be terminated. If the TDSP rejects the 814_24, ERCOT will forward the rejection response back to the CR and processing will stop.

Customer

Current CR

ERCOT

TDSP

Contacts Current CR to request Move Out

Sends 814_24 Move Out Request; May receive 814_25 Move Out Response (Reject)

Receives 814_24 Move Out Request from Current CR and validates

ERCOT checks its database for a CSA CR; If a CSA CR is associated with the ESI ID, ERCOT will initiate a CSA Move-In process

Sends 814_24 Move Out Request to TDSP and forwards 814_25 Move Out Response to Current CR

Receives 814_24 Move Out Request and sends 814_25 Move Out Response

Move Out Date

Receives 867_03 Final Meter Read and forwards to Current CR; Updates registration database

Performs Final Meter Read and sends 867_03 to ERCOT and 810_02 TDSP Invoice to CR

Receives 867_03 Final Meter Read and 810_02 TDSP Invoice

(1)

(2: 814_24) (2A: 814_25 Reject Only)

(5: 814_25)

(7: 867_03)

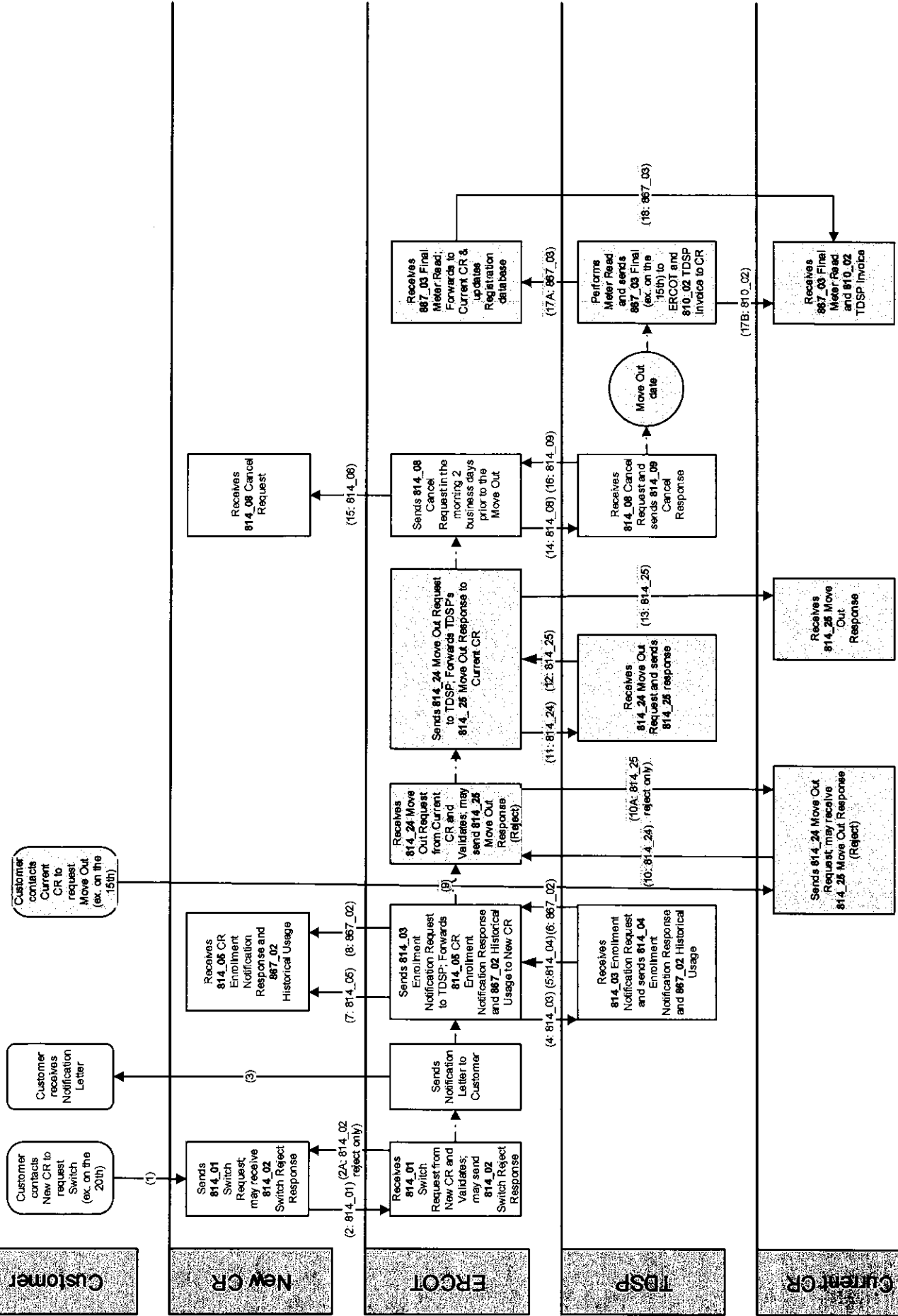
(6B: 810_02)

(6A: 867_03)

Move Out

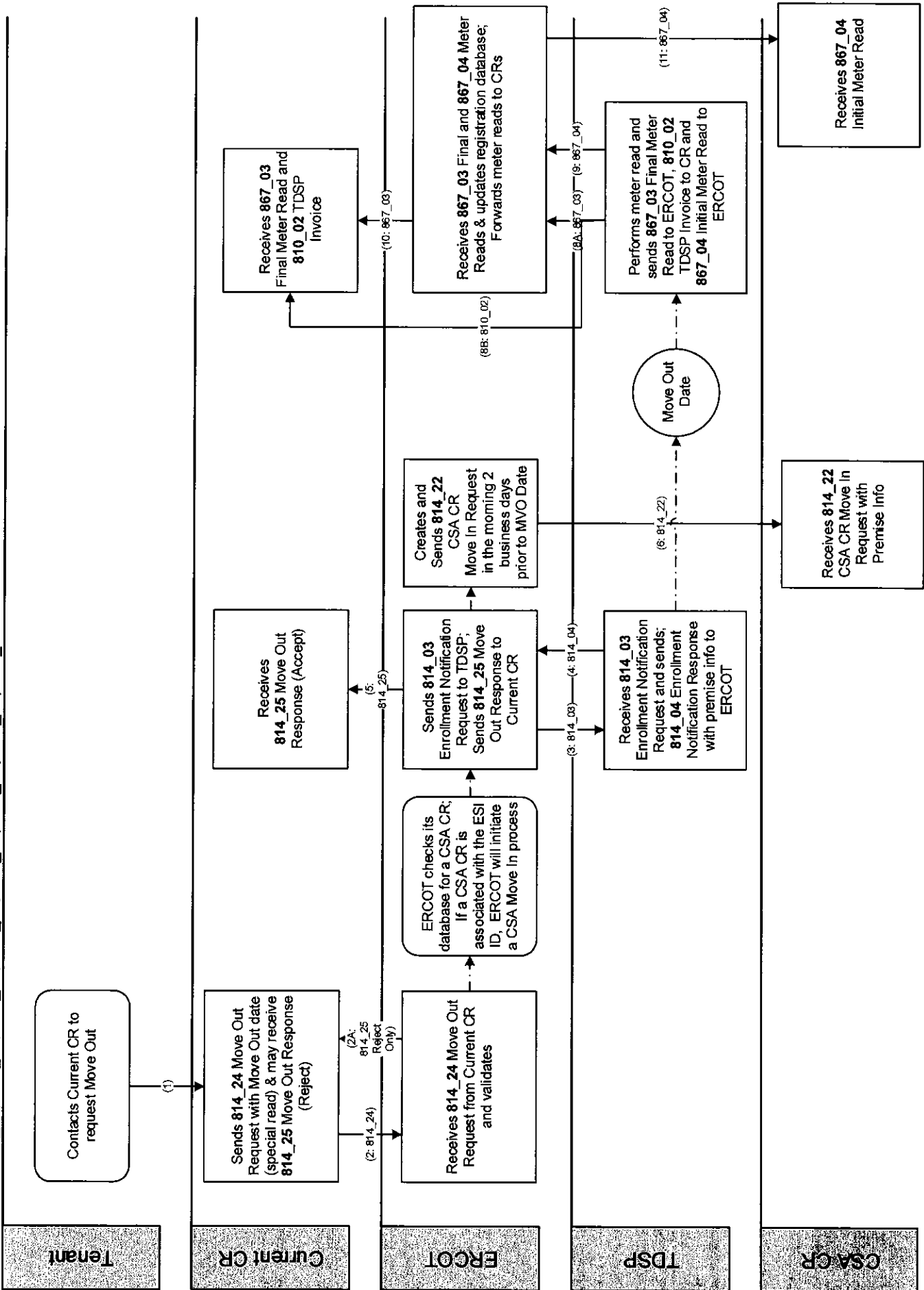
Scenario: Move Out trumps Switch for later date

Transactions: 814_01, 814_02 (Reject Only), 814_03, 814_04, 814_05, 814_08, 814_09, 814_24, 814_25, 867_02, 867_03, 810_02, 867_04



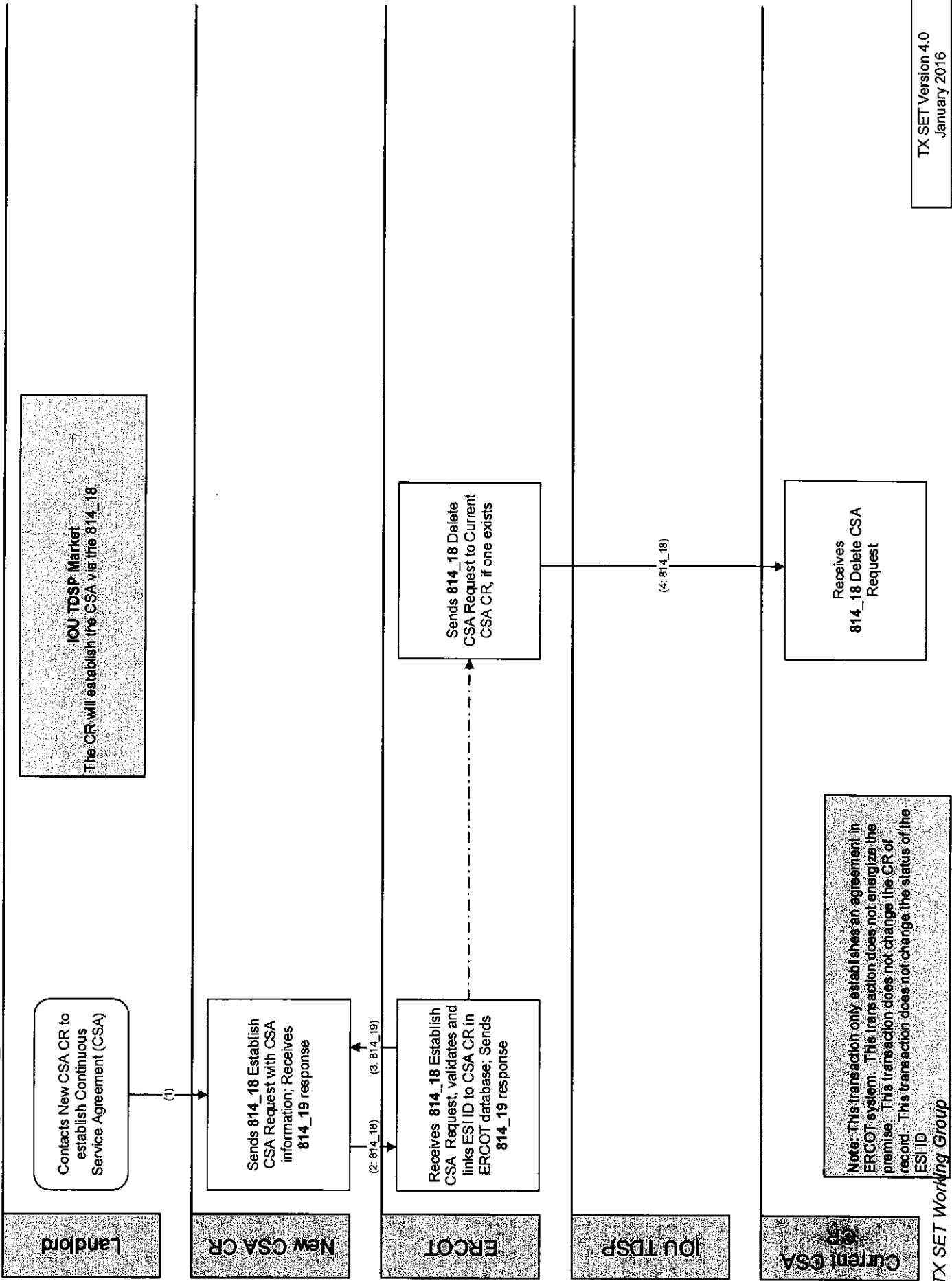
Move Out to CSA

Scenario: Move Out, Landlord/Tenant, "Tenant Initiated"
 Transactions: 814_24, 814_25, 814_03, 814_04, 814_22, 867_03, 810_02, 867_04



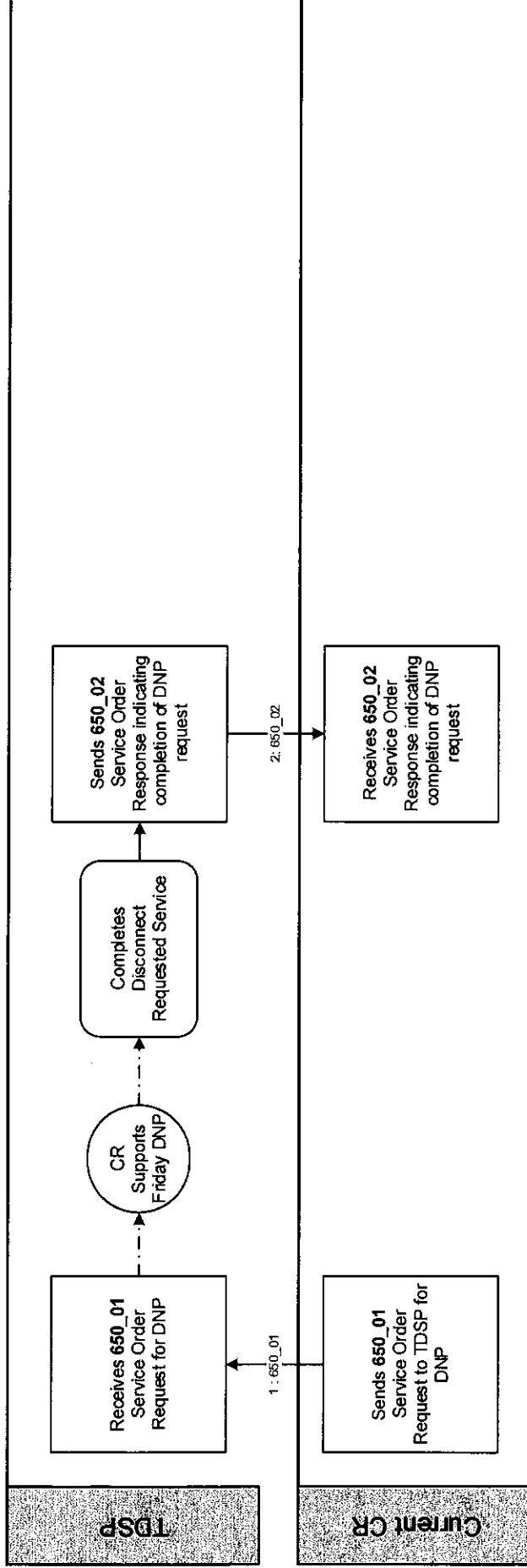
Establish Continuous Service Agreement (CSA) - IOU

Scenario: Establish CSA – IOU territory
 Transactions: 814_18, 814_19



Service Request for Disconnect for Non-Pay (DNP)

Scenario: CR authorizes DNP on Friday and allows TDSP to ROLL to premium disconnect location.
 Transactions: 650_01, 650_02



Service Request for Reconnect for Non-Pay (RNP)

Scenario: CR authorizes RNP and TDSP completes.
Transactions: 650_01, 650_02

